

FIG. 1

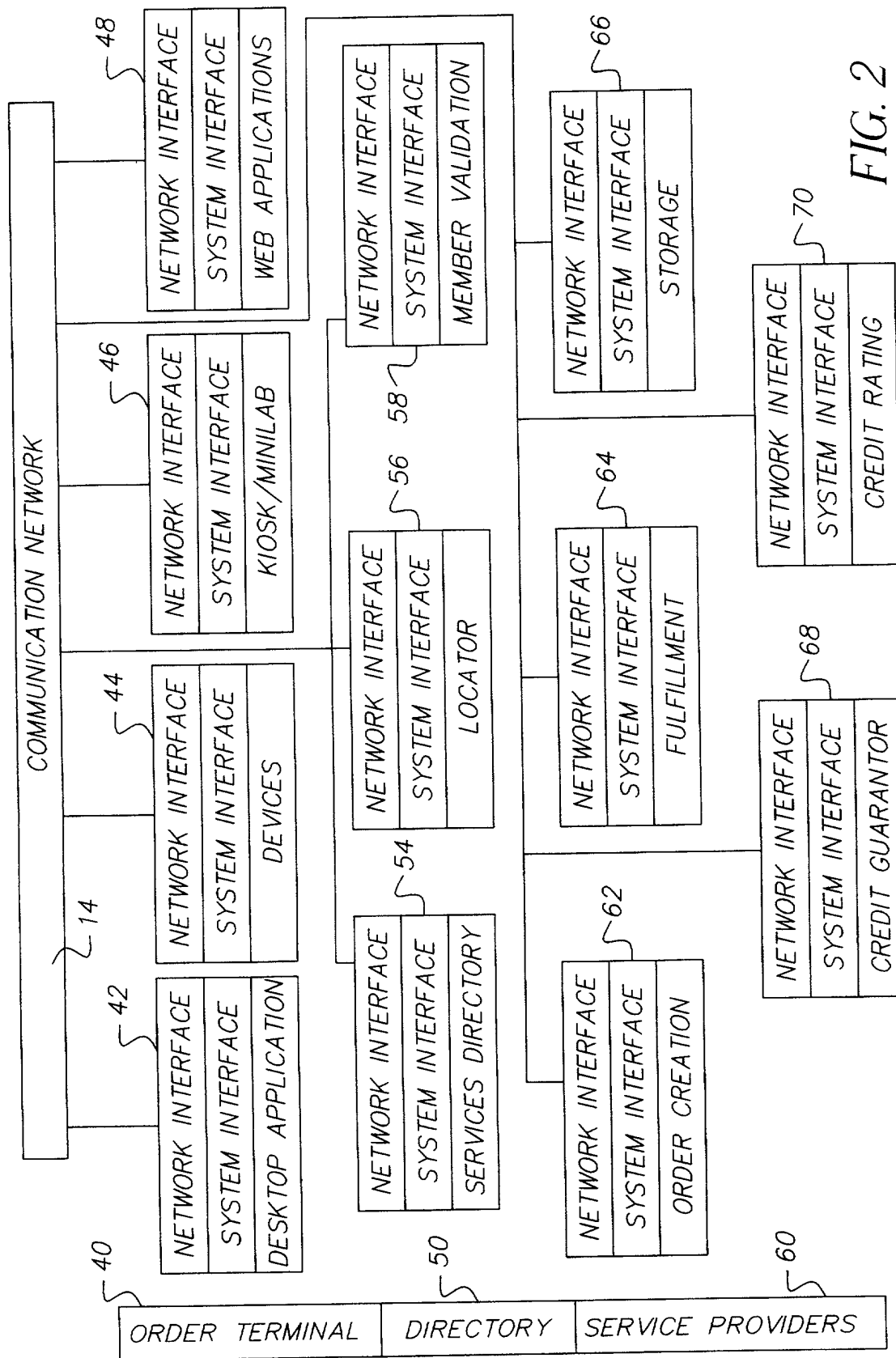


FIG. 2

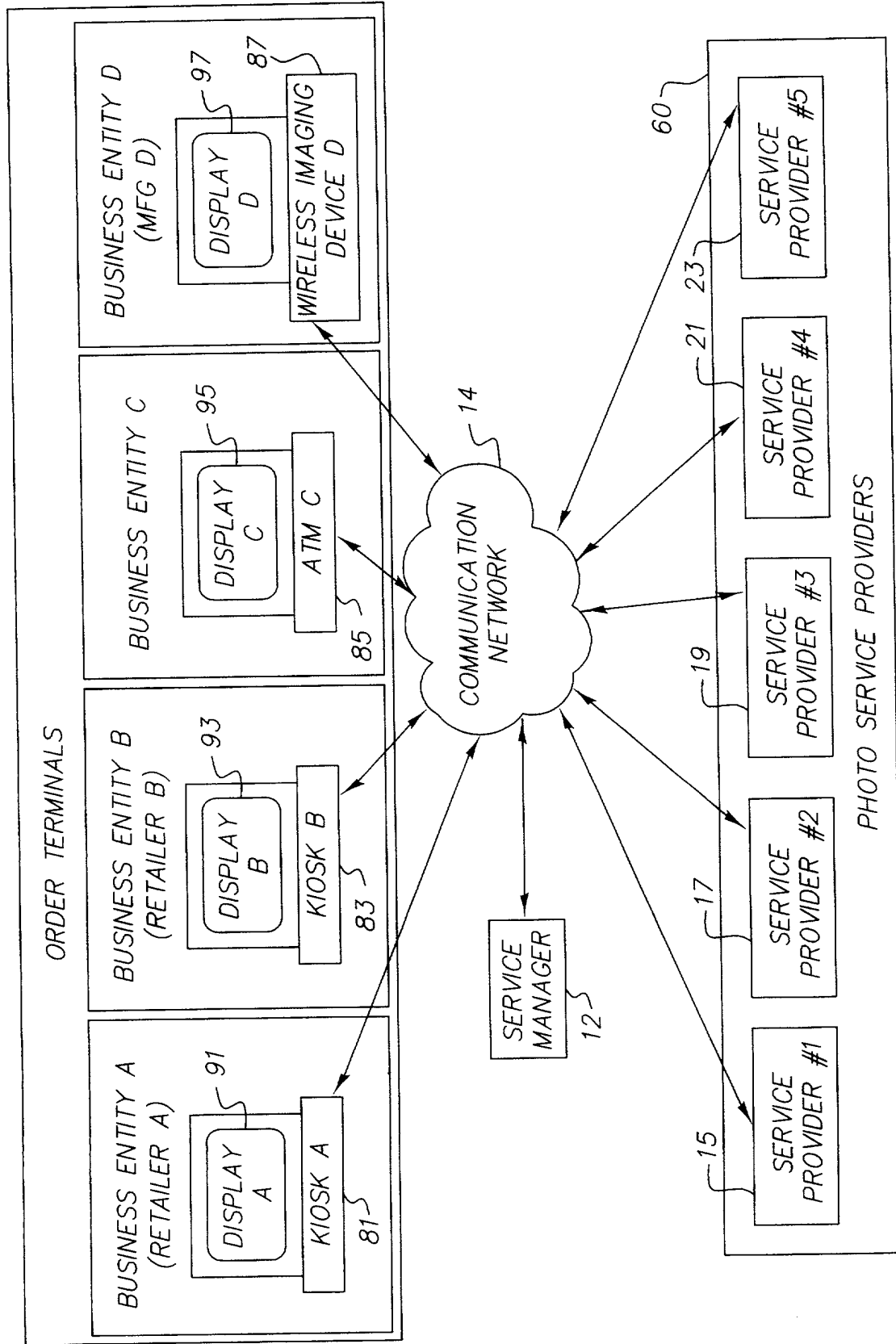


FIG. 3

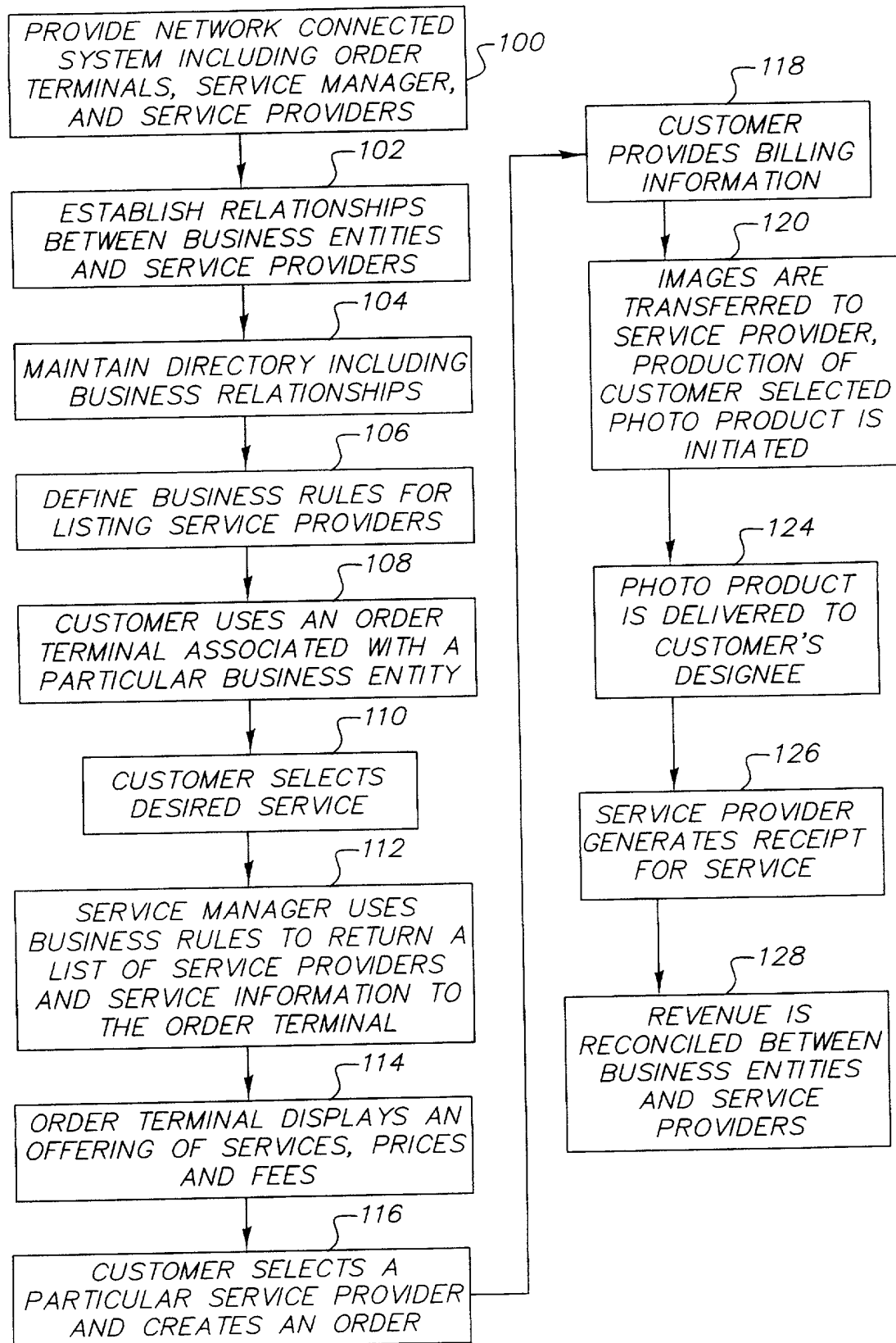


FIG. 4

# BUSINESS RELATIONSHIPS

PROVIDER	NAME	SERVICE	ENTITY A	ENTITY B	ENTITY C	ENTITY D
#1	RETAILER A.COM	PRINTING	D	X	N	F
#2	RETAILER B.COM	PRINTING	X	D	N	X
#3	FOTO.COM	PRINTING	N	N	F	D
#4	FRAMES_R_US	FRAMED PRINTS	F	N	N	N
#5	PICTURES.COM	FRAMED PRINTS	N	F	N	N

## RELATIONSHIPS:

D = DOMESTIC  
 F = FRIENDLY  
 N = NEUTRAL  
 X = HOSTILE

FIG. 5

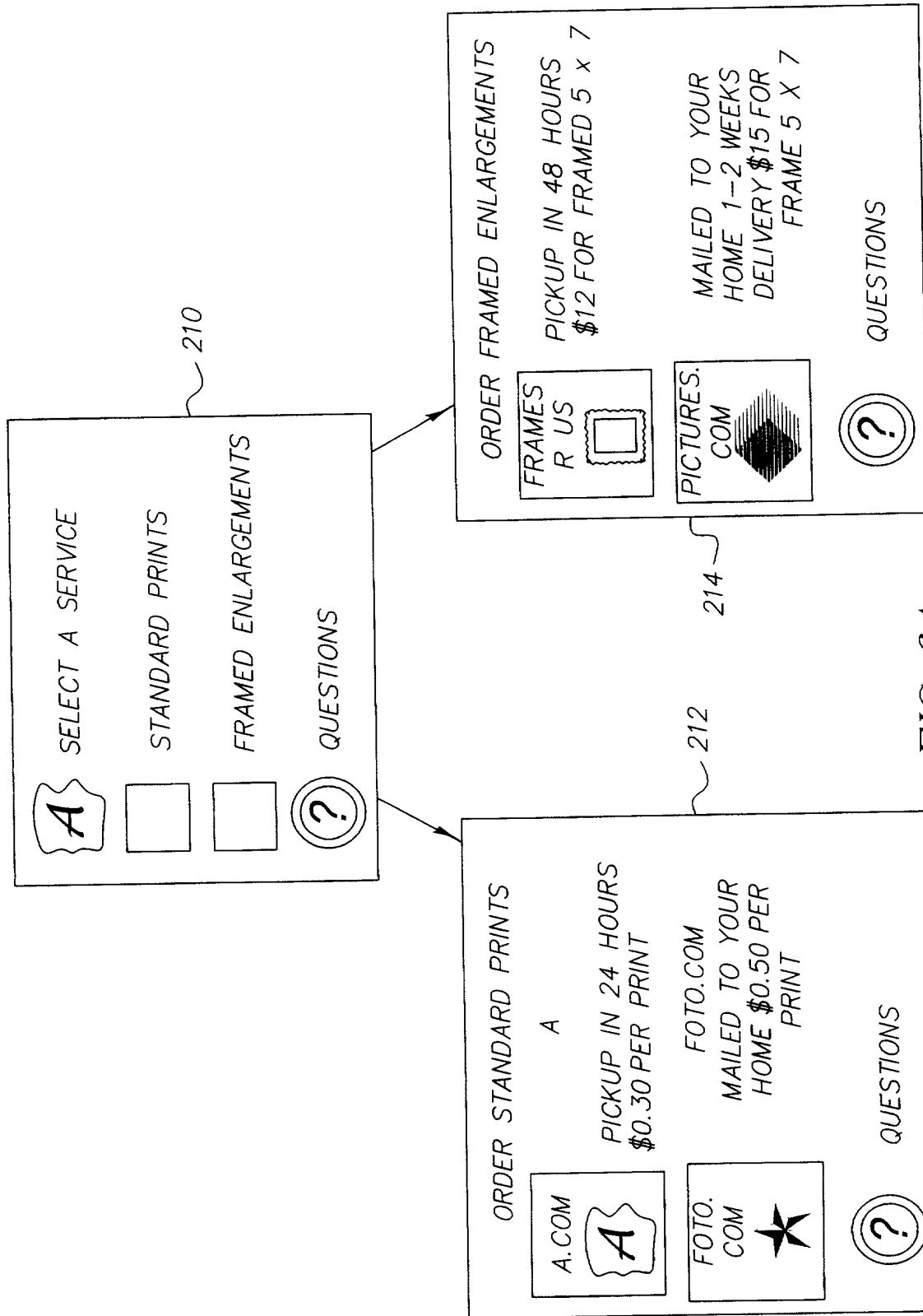


FIG. 6A

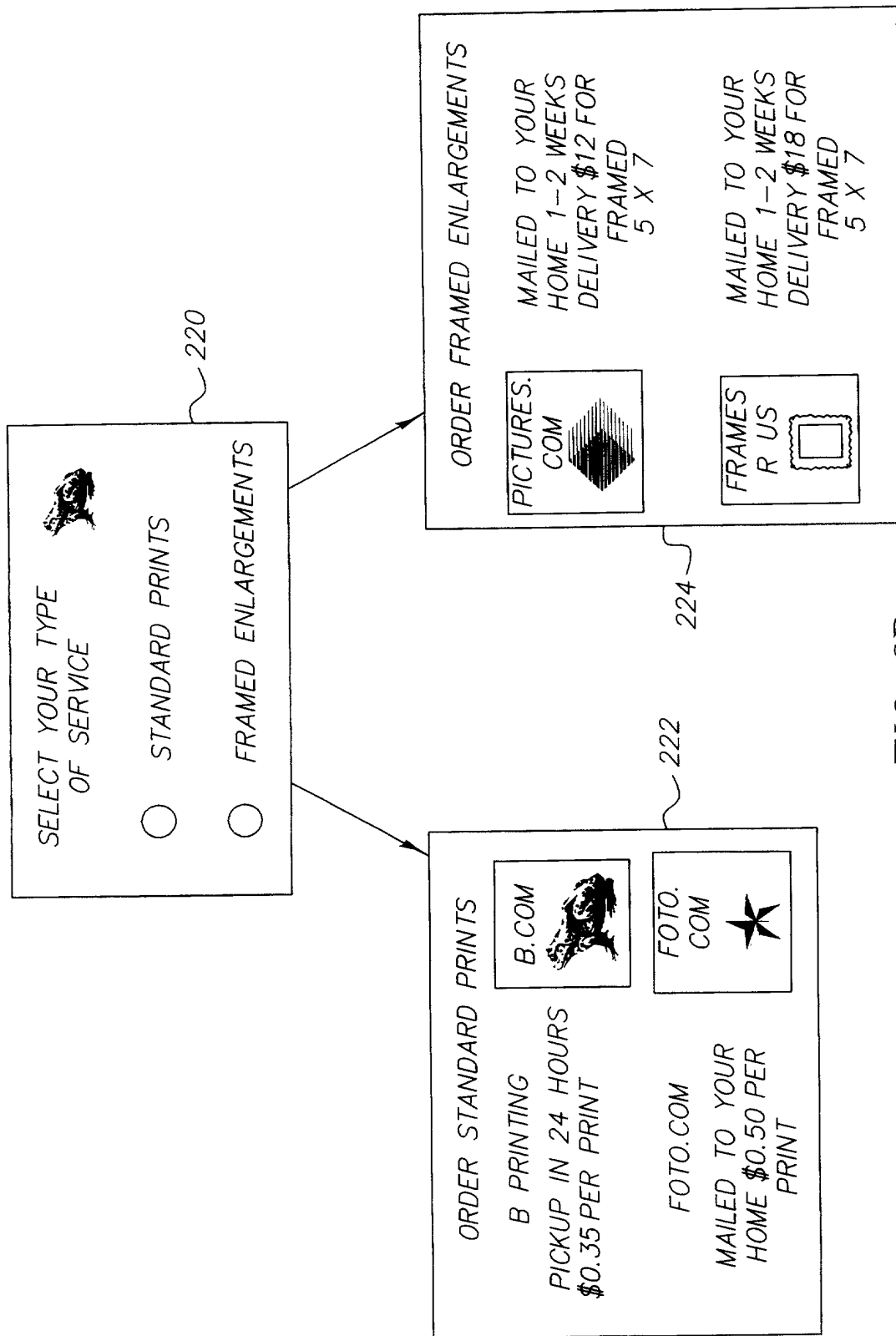


FIG. 6B

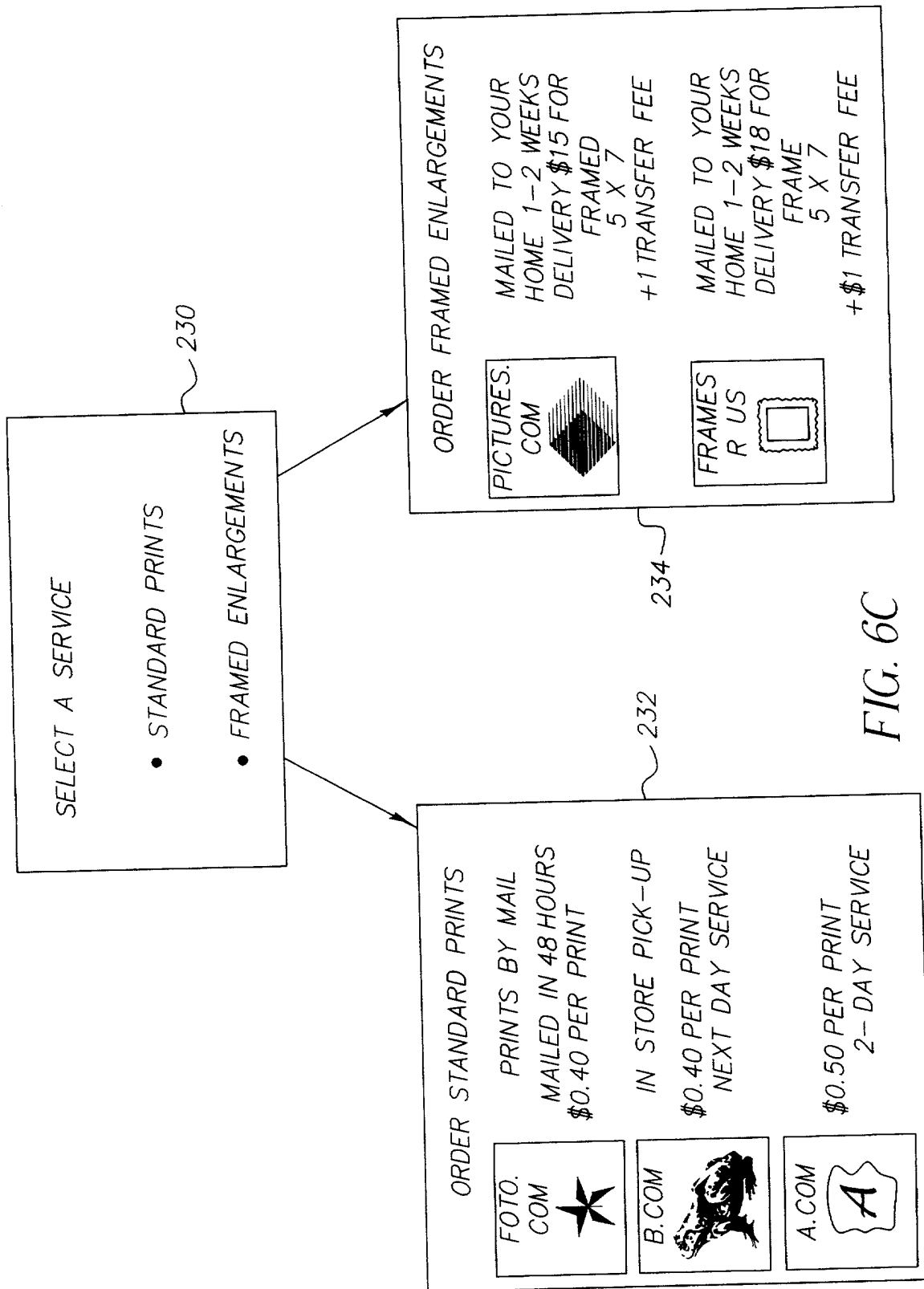


FIG. 6C



242

ORDER PRINTS  
FOTO.COM PRINTS BY MAIL  
MAILED IN 48 HOURS  
\$0.30 PER PRINT  
RETAILER A IN-STORE PICK-UP  
\$0.40 PER PRINT  
2-DAY SERVICE

FIG. 6D

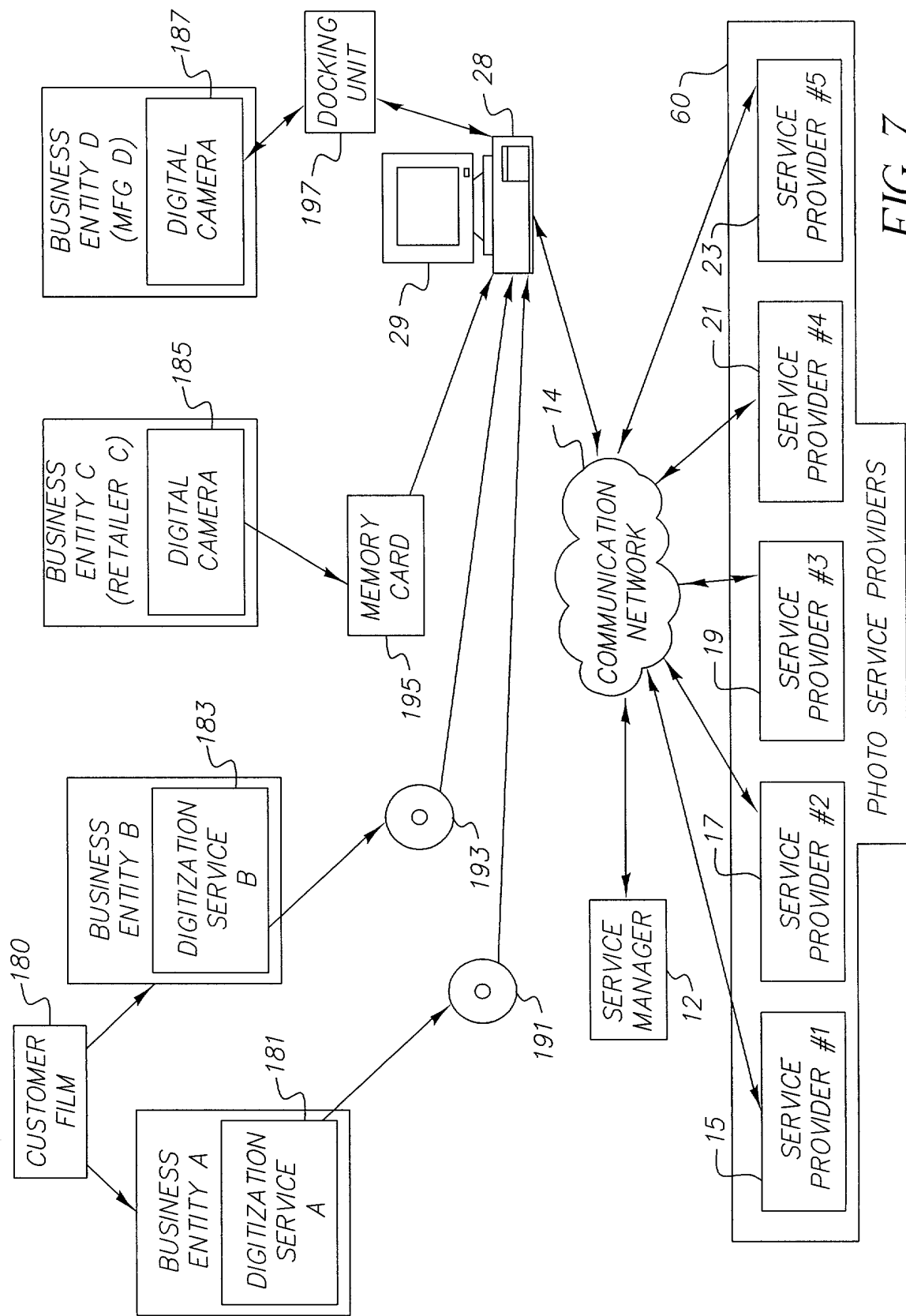


FIG. 7

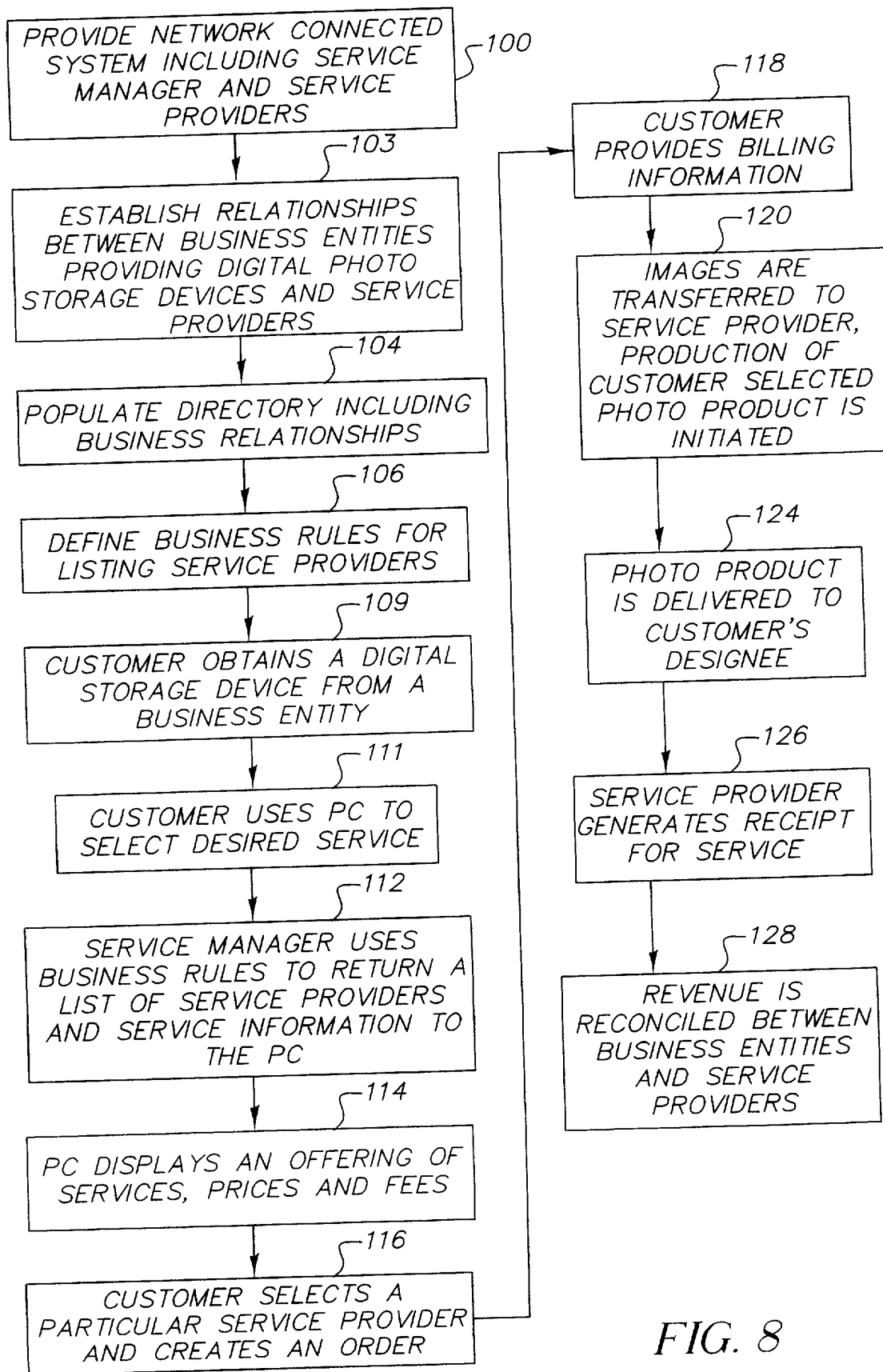


FIG. 8

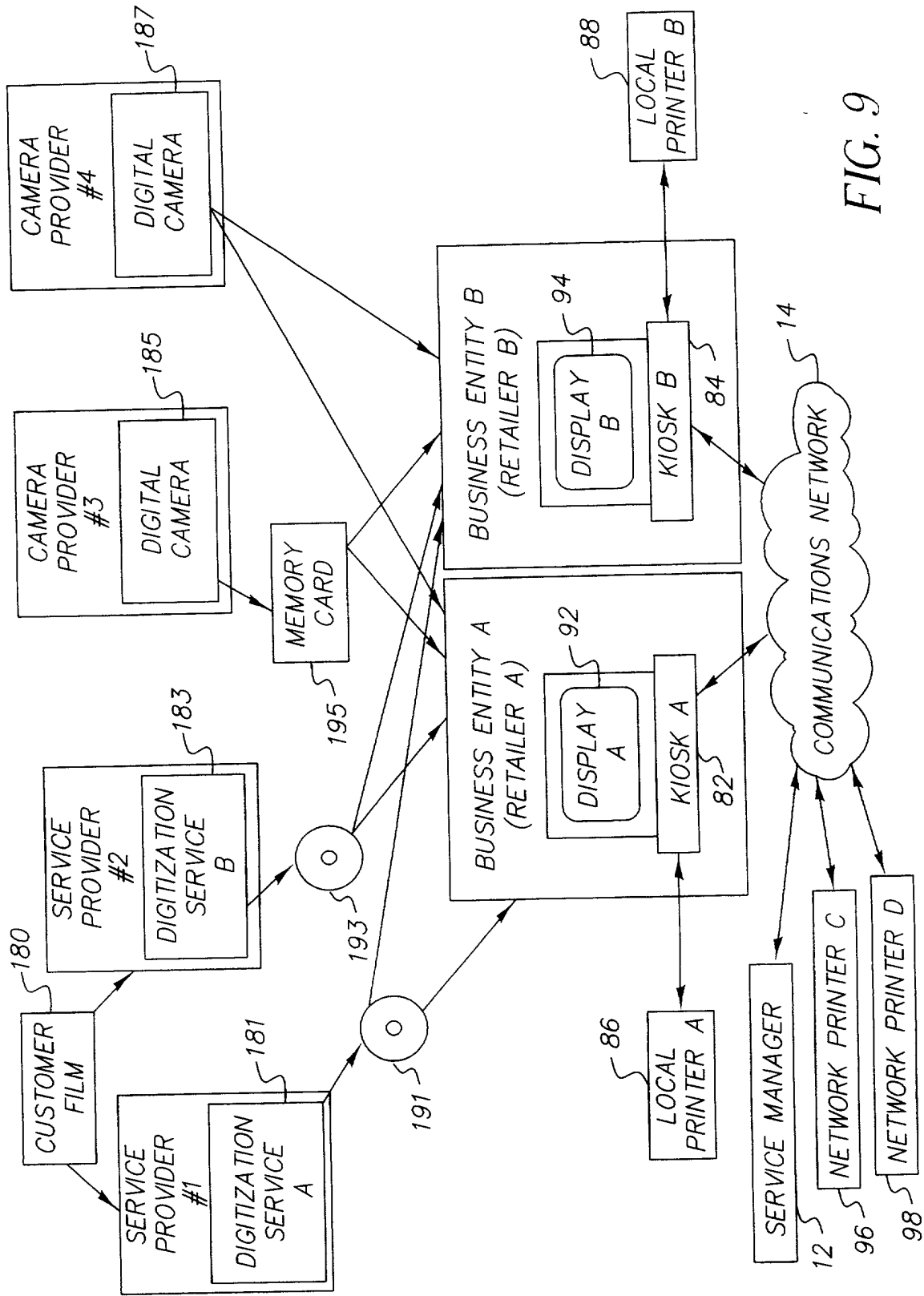


FIG. 9

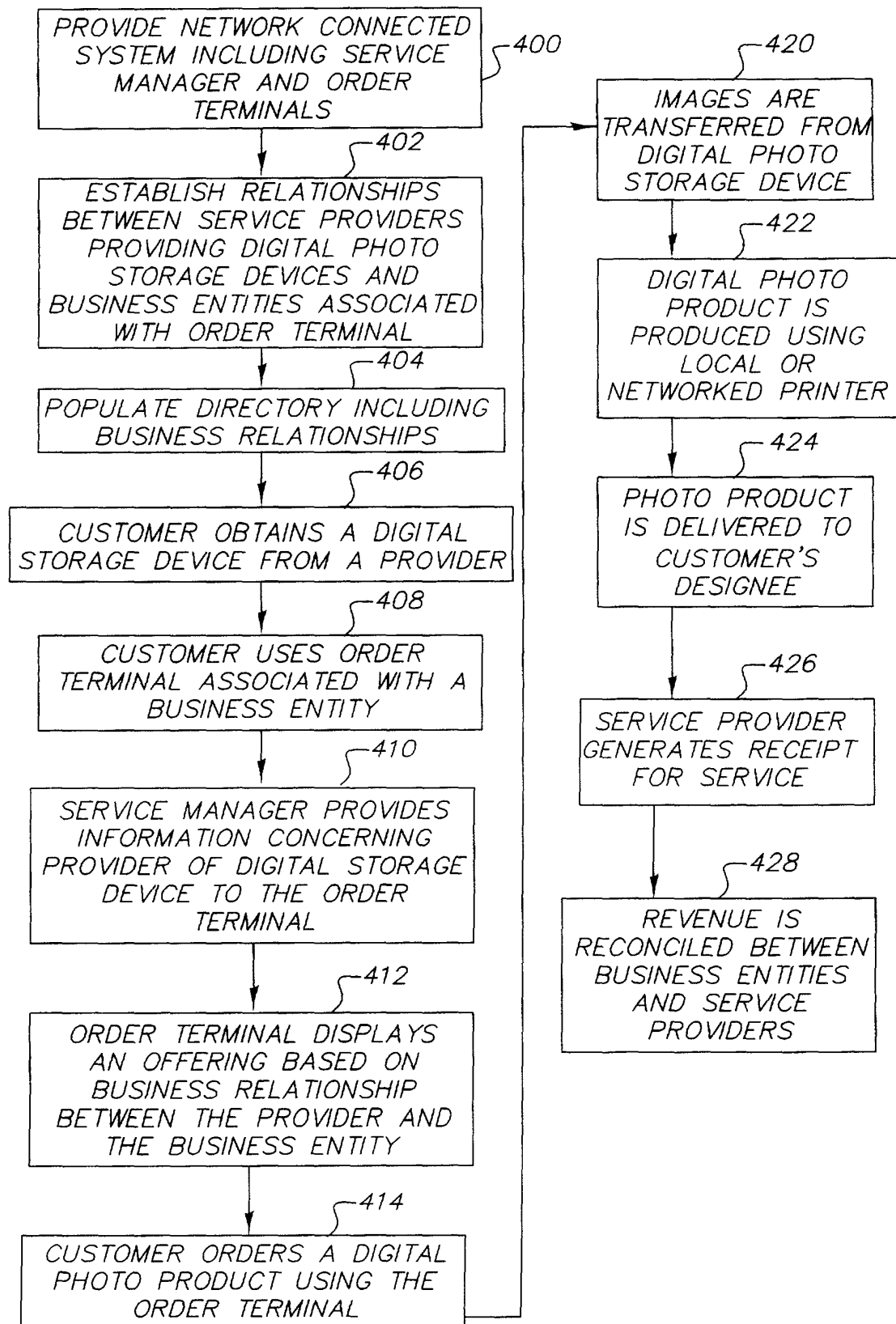


FIG. 10